

OFFICIAL
PERSONNEL BOARD MINUTES
Monday, July 19, 2010

CALL TO ORDER

The meeting began at 5:30 p.m. in Conference Room 113 at City Hall

ROLL CALL

Present: Dave Thomas, Ed Fuentes, Anna Marie Jones, Ed Comerford, and Joe Roberts

City Staff: Human Resources Director Tami Yuki and CATV Director Tenzin Gyaltsen,

APPROVAL OF MINUTES

Personnel Board Member Anna Marie Jones stated that we need to change from "John Roberts" to "Joe Roberts" in the Roll Call section. Personnel Board Member Ed Comerford made a motion, and Personnel Board Member Joe Roberts seconded to approve minutes. Personnel Board Member Ed Fuentes abstained from voting as he was not present at the June 28, 2010 meeting.

PUBLIC COMMENT

Martin Ricard editor for a new news website called San Bruno Patch came to observe and listen to the Personnel Board Meeting.

CONDUCT OF BUSINESS

**CATV Business Manager
CATV Programming Manager
CATV System Engineer
Field Supervisor – CATV
Cable Technician I/II/III
Lead CATV Customer Service & Technical Support Representative
Warehouse Clerk**

A. Review of Job Descriptions for CATV Department

The Cable Television Department provides TV, Internet, and phone services including Channel 1 local origination channel to employees and the City. There are 22 employees that work in the Department.

CATV Business Manager

Page 1, under "Definition", delete repetitive statement of "May serve in absence of Cable Television Director."

Page 1, under "Supervision Exercised", add "Lead CATV Customer Service Representative" to the positions that are supervised by the CATV Business Manager.

Page 1, under "Distinguishing Characteristics", add "," after "training" on line 3.

Page 2, under "Essential Duties and Responsibilities" section, first paragraph, replace "of" with "to". On 6th paragraph, replace "re-figures" with "corrects." On 7th paragraph, delete "s" in "equipments", add "good" before "working condition" and delete "and good repair". On 8th paragraph, replace "citizen visits" with "customer complaints" and delete "responds to citizen complaints."

Page 4, under "Ability to", add "." after "interruptions."

Page 4, under the "Education and Experience" section, add "either" after "bachelor's degree in"; delete "or administrative experience". Also replace substitution language with "Seven (7) years of cable television management related experience may be substituted for educational requirement."

Page 4, under “Special Requirement” add “the” right after “Possession of or”.

CATV Programming Manager

Page 1, under “Definition”, delete “of” after “direction of the”.

Page 1, under “Supervision Received”, replace entire paragraph with “Receives general direction from the Cable Television Director.”

Page 1, under “Supervision Exercised”, add “temporary, part-time production staff, interns” after “supervision to”.

Page 3, under “Ability to”, add “;” after “...courses of action”.

Page 3, under “Education and Experience”, delete, “Any combination of education and/or experience that provides the knowledge, skills, and abilities necessary for successful job performance is acceptable” to the last paragraph, and delete, “A typical way to obtain the knowledge and abilities would be an.”

Page 3, under “Education and Experience”, add substitution language to read, “or four (4) years experience as a video tape editor, technical director, camera operator or studio director, including at least six (6) months as a lead worker responsible for subordinate staff.”

CATV System Engineer

Page 1, under “Supervision Received”, add “Works” before “Under the general direction of the Cable Television Director.”

Page 1, under “Supervision Exercised”, delete “the” and add “s” to “technician.”

Page 1, under “Distinguishing Characteristics”, add “May serve in the absence of the Cable Television Director.”

Page 2, under “Distinguishing Characteristics”, 8th paragraph, add “good” before “working condition” and delete “and good repair; 11th paragraph, add “on deployment of new technology and services.” After “Cable Television Director”; 13th paragraph, replace “to represent the technical operations of the cable system” with “to respond to issues related to the technical operations of the cable system.”

Page 3, under “Knowledge of”, remove first sentence beginning with “Operations, policies, ...”, and replace “Protocal” with “Protocol”.

Page 3, under “Ability to”, add “s” to “problem.”

Page 3, under “Education and Experience”, delete “in public administration, business management, electrical engineering or other closely related field”.

Page 4, under “Education and Experience”, replace “modern” with “current”, and add the following substitution language, “AA/AS degree and seven (7) years of increasing responsibilities in areas related to the design, development, construction, maintenance and operation of a current full service cable television system.

Page 4, under “Special Requirement”, add “:” after “Special Requirement.”

Page 4, under “Tools and Equipment Used”, delete “including”, and add “presentation, and database.”

Field Supervisor – CATV

Page 1, under “Supervision Exercised”, add “Warehouse Clerk, and temporary and contract employees”.

Page 1, under “Distinguishing Characteristics”, add “May serve in the absence of the CATV System Engineer.”

Page 2, under “Essential Duties and Responsibilities”, 2nd paragraph, add “and participates in” after “prepares”, and add “and recommends discipline” after “evaluations”; 4th paragraph, replace “Equips” with “Provides”, and add “equipment” after “supplies”; 5th paragraph, delete “As necessary” and add “of” after “types.”

Page 3, delete entire first paragraph including “for operation of equipment, and analyze situations, exercising good judgment and problem solving skills.”

Page 3, under “Knowledge of” replace “television” with “industry.”

Page 3, under “Ability to”, delete “Effectively”, add “,” after “personnel”, delete “and accomplished the completion” and replace with “complete.”

Page 3, under “Education and Experience”, delete “Sufficient education and experience to satisfactorily perform the duties of the class. A typical qualifying background would be:”; replace “television” with “industry”, and delete “or related work experience or equivalent.”

Page 4, under “Special Requirement”, 1st paragraph, delete “a” after “of”, and delete “and a safe driving record.”; 2nd paragraph, add “Jones/” before “NCTI”.

Page 4, under “Physical Demands” section, 2nd paragraph, replace “talk or hear” with “talk and hear.”

Page 5, under the Physical Demands” section, at the top of the page, delete “frequently life and/or move”, delete “25 pounds and occasionally lift and/or”.

Cable Technician I/II/III

Page 1, under “Distinguishing Characteristics”, add “for” after “responsible”; add “This is a Fair Labor Standards Act (FLSA) non-exempt position.”

Page 2, under the “Essential Duties and Responsibilities “ section, 6th paragraph, add “and participates in stand-by rotation.”

Page 2, under “Knowledge of” add “basic” after “maintenance”.

Page 2, under “Ability to” delete “a”.

Page 3, under “Education and Experience”, delete “Sufficient education and experience to satisfactorily perform the duties of the class.”

Page 4, under “Work Environment”, 2nd paragraph, add “While wearing appropriate safety gear,” before “the employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock.”

Lead CATV Customer Service & Technical Support Representative

This job description needs to include page numbers.

Page 1, delete “& Technical Support” from the title of the position.

Page 1, under “Supervision Exercised”, add “indirect” after “functional”; add “representatives” after “customer service”, and delete “and technical support personnel.”

Page 1, under “Essential Duties and Responsibilities”, add the following language that is in the Accounting & Customer Service Representative job descriptions, “Perform initial startup, upgrades and downgrades, and provide customer education regarding all broadband services including cable television, Internet, and phone services. Make recommendations to customers and sell service products according to customer needs while considering features, accessories, upgrades, and rate plans.”

Page 2, under “Peripheral Duties”, replace “have to assume an acting role” with “serve”.

Page 2, under “Minimum Qualifications”, replace “Skill to” with “Ability to”.

Page 3, under “Education and Experience”, replace “CATV Customer Service & Technical Support Representative III” with “Accounting & Customer Service Representative III”; delete “Equivalent to” and “or five years in governmental or commercial accounting office environment with increasingly responsible accounting and bookkeeping experience requiring the use of computer spreadsheet and word processing applications.”

Warehouse Clerk

Page 1, under “Definition”, add “This is a Fair Labor Standards Act (FLSA) non-exempt position.”

Page 1, under “Essential Duties and Responsibilities”, first line, replace “Poll” with “Retrieve data information,”; 3rd paragraph, delete “prior to polling”, add “Retrieve data from returned set-top boxes” before “while adhering to the 30-day window...”, and move “Factory reset all set-top boxes that are returned from the field” to a separate paragraph.

Page 2, under “Ability to” section, add “obtain and maintain forklift certification” and “safely operate a forklift”.

Page 3, under “Special Requirements”, add “Possession of forklift certification within the probationary period.”

Page 3, under “Physical Demands”, delete “25 pounds and occasionally lift and/or move up to”.

Page 4, under “Work Environment”, 2nd paragraph, add “While wearing appropriate safety gear,” before “the employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock.”

Personnel Board Member Fuentes made a motion to recommend the CATV Business Manager, CATV Programming Manager, CATV System Engineer, Field Supervisor – CATV, Cable Technician I/II/III, Lead CATV Customer Service Representative, and Warehouse Clerk job description with the changes. Personnel Board Member Jones seconded. Motion passed.

B. Recruitment

- a. **Lead Maintenance Worker in Public Services** – Closed promotional position. Oral board exams were completed and the employees are scheduled to go through departmental interviews.
- b. **Deputy Director of Public Services – Administration & Engineering** – The position will be opened next week. We have advertised in Jobs Available, Western City website, APWA newsletter/website, American Society of Civil Engineers, Daily Journal, and ethnic group newsletter/websites.

Board Members Comments

Personnel Board Member Comerford asked about the Public Safety Dispatcher (entry level) eligibility list. Human Resources Director Yuki stated that the Public Safety Dispatcher eligibility list will not be extended.

Personnel Board Member Fuentes asked to receive copies of all of the City Department's organizational charts as the FY 2010-2011 Budget has been adopted. He also asked about the background process information be brought back at a later meeting.

Due to vacation schedules, Human Resources Director Yuki stated that the next scheduled Personnel Board Meeting is scheduled for September 13, 2010.

ADJOURNMENT

The meeting adjourned at 7:40 p.m.